

# 14 Editorial Policy and Organizational Profile

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## Editorial Policy

### Editorial Points

The NTT DOCOMO Group publishes an annual sustainability report to deepen stakeholder understanding of its philosophy and initiatives regarding corporate social responsibility (CSR) and its potential for future value creation. We compile data mainly on boundaries related to our core telecommunications business to provide a comprehensive report on our CSR philosophy and various initiatives in accordance with the internationally recognized GRI Sustainability Reporting Guidelines. This 2020 report includes a summary of DOCOMO's approach to sustainability and major initiatives centered on its CSR policy and details the Group's response to COVID-19 and its 5G initiatives. We also added a new page about how our business is contributing to the SDGs.

Detailed information on our initiatives and data that are not contained in this report can be found on our official website. We have also created a CSR website named "For ONEs" to facilitate a better understanding of our CSR initiatives.

The NTT DOCOMO Group CSR Communication Book is published for our customers as a concise booklet in a reader-friendly format on topics we are particularly keen to communicate. For detailed information on DOCOMO's business strategies and activities, please see the Integrated Report.

[!\[\]\(a870788d6ed9b8fd294b7654a8c8526b\_img.jpg\) Integrated Report](#)

[!\[\]\(de95854c7ee024cfadc48187bbb781b2\_img.jpg\) ForONEs \(in Japanese only\)](#)

[!\[\]\(3211b5d1d968fc1665909b34f9f16010\_img.jpg\) NTT DOCOMO Group CSR Communication Book \(in Japanese only\)](#)

### Period Covered

The report generally covers fiscal 2019, from April 1, 2019 to March 31, 2020, although some information pertains to time periods before or after fiscal 2019.

### Report Scope of Organizations

The report applies to the DOCOMO Group, which consists of NTT DOCOMO, INC. and its 12 functional subsidiaries.

Where there are exceptions to this rule, the names of applicable companies are clearly identified, and "DOCOMO" refers to NTT DOCOMO, INC.

#### Twelve Functional Subsidiaries (as of March 31, 2020):

DOCOMO CS, Inc., DOCOMO CS Hokkaido, Inc.,  
DOCOMO CS Tohoku, Inc., DOCOMO CS Tokai, Inc.,  
DOCOMO CS Hokuriku, Inc., DOCOMO CS Kansai, Inc.,  
DOCOMO CS Chugoku, Inc., DOCOMO CS Shikoku Inc.,  
DOCOMO CS Kyushu, Inc., DOCOMO Support Inc.,  
DOCOMO Systems, Inc., DOCOMO Technology, Inc.

### Reference Guidelines

- GRI Sustainability Reporting Standards 2016/2018/2019
- Environmental Reporting Guidelines 2018 Ministry of the Environment Government of Japan
- ISO 26000 (Guidance on Social Responsibility)
- SASB Sustainability Accounting Standards

### Published

December 2020  
(previous report: October 2019; next report: October 2021)

### Contact Information

NTT DOCOMO, Corporate Social Responsibility Department  
Sanno Park Tower, 11-1, Nagata-cho 2-chome, Chiyoda-ku,  
Tokyo 100-6150, Japan

Phone: +81-3-5156-1111  
csr@nttdocomo.com

(Clicking the link will launch your email software.)

Company, product, and service names in the report are the trademarks or registered trademarks of NTT DOCOMO, INC. or their respective organizations.

## DOCOMO Overview

NTT DOCOMO, INC. (Company with Audit & Supervisory Board members) is a mobile telecommunications carrier of the NTT Group, for which NIPPON TELEGRAPH AND TELEPHONE CORPORATION (NTT) serves as the holding company.

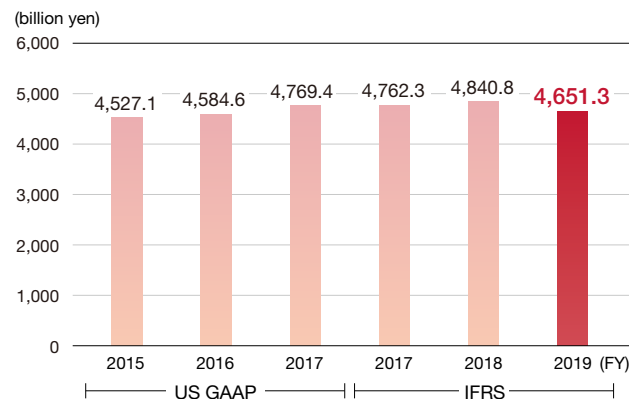
### Corporate Profile

Company Name	NTT DOCOMO, INC.
Headquarters	Sanno Park Tower, 11-1, Nagata-cho 2-chome, Chiyoda-ku, Tokyo 100-6150, Japan
Common Stock	949,679,500,000 yen (as of March 31, 2020)
Start of Business	July 1, 1992
Stock Listing*	Tokyo Stock Exchange *The Company delisted itself from the New York Stock Exchange in April 2018.
Employees	Consolidated: 27,558 (as of March 31, 2020)
Subsidiaries and Affiliates	123 companies (as of March 31, 2020)

Business Segment	Description of Main Businesses
Telecommunications Business	Mobile telecommunication services (5G services, LTE(Xi) services and FOMA services), optical-fiber broadband services, satellite mobile communications services, international services and the equipment sales related to those services, etc.
Smart Life Business	"dmarket" services (video and music distribution, electronic books, etc.), finance and payment services, online shopping services, and various other services to support the daily lives of our customers
Other businesses	"Mobile Device Protection Service," corporate IoT, commissioned development/sales and maintenance of systems, etc.

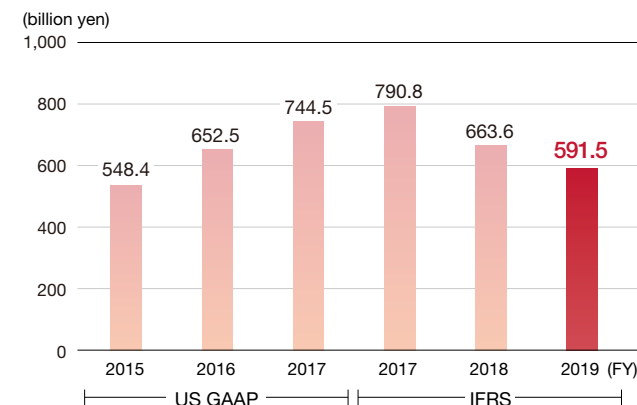
## Financial and Non-Financial Results

### Operating Revenues (Sales)



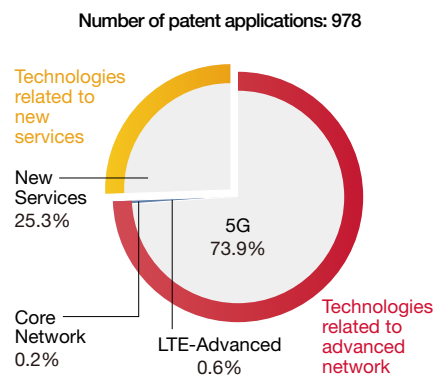
DOCOMO's financial results were compiled in accordance with U.S. accounting standards through FY2017 and IFRS after FY2018.

### Net Income Attributable to the Shareholders of NTT DOCOMO



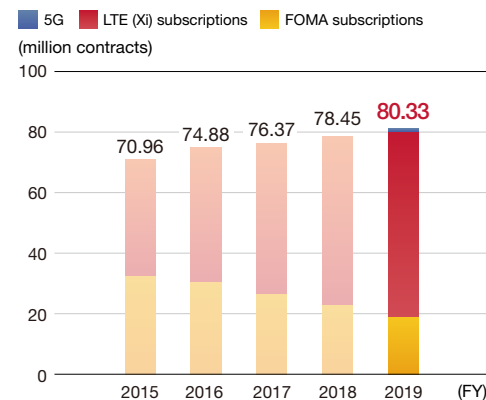
Shown under "Net Income Attributable to NTT DOCOMO Inc." in reports prepared under the US GAAP.

### Patent Applications

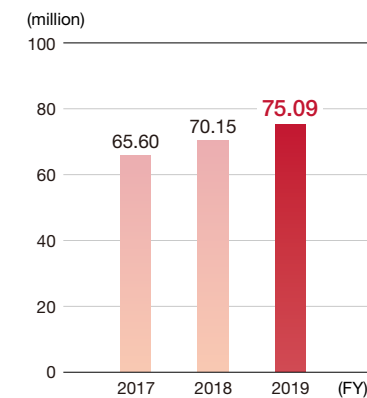


(Breakdown of patents applied for in Japan in FY2019)

### Mobile Phone Subscriptions



### Number of d POINT CLUB Members

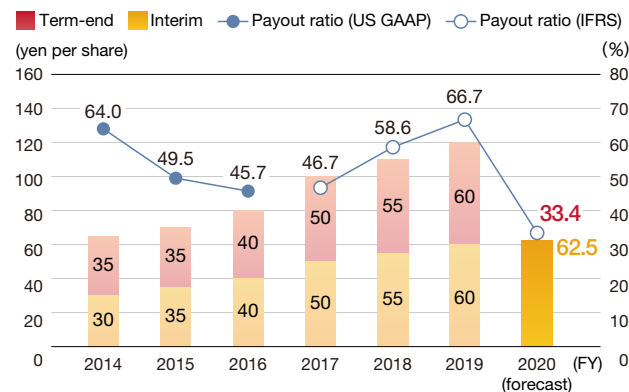


## Profit Distribution

DOCOMO believes that providing adequate returns to shareholders is one of the most important issues in corporate management as it strives to develop and expand its business to enhance corporate value. The Company plans to pay dividends in a stable and continuous manner by taking into account its consolidated results, financial condition and consolidated dividend payout. It will also continue to pursue a flexible approach regarding share repurchases in order to return profits to shareholders. We will consider retiring all of the repurchased shares while also taking into account the need to hold them

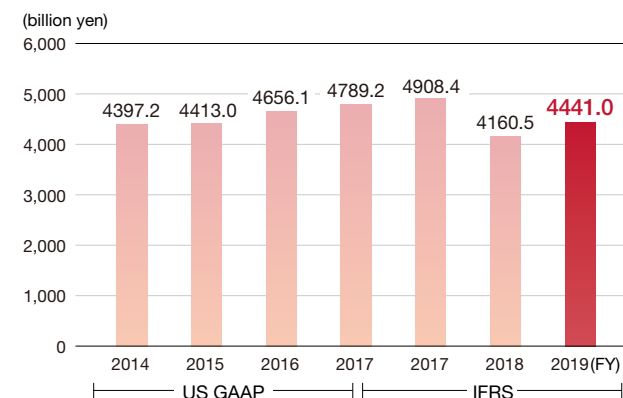
The Company will allocate its internal reserves to research and development, capital expenditures, strategic investments and other activities aimed at creating innovative technologies, providing attractive services and expanding its business domains.

### Dividend Payout

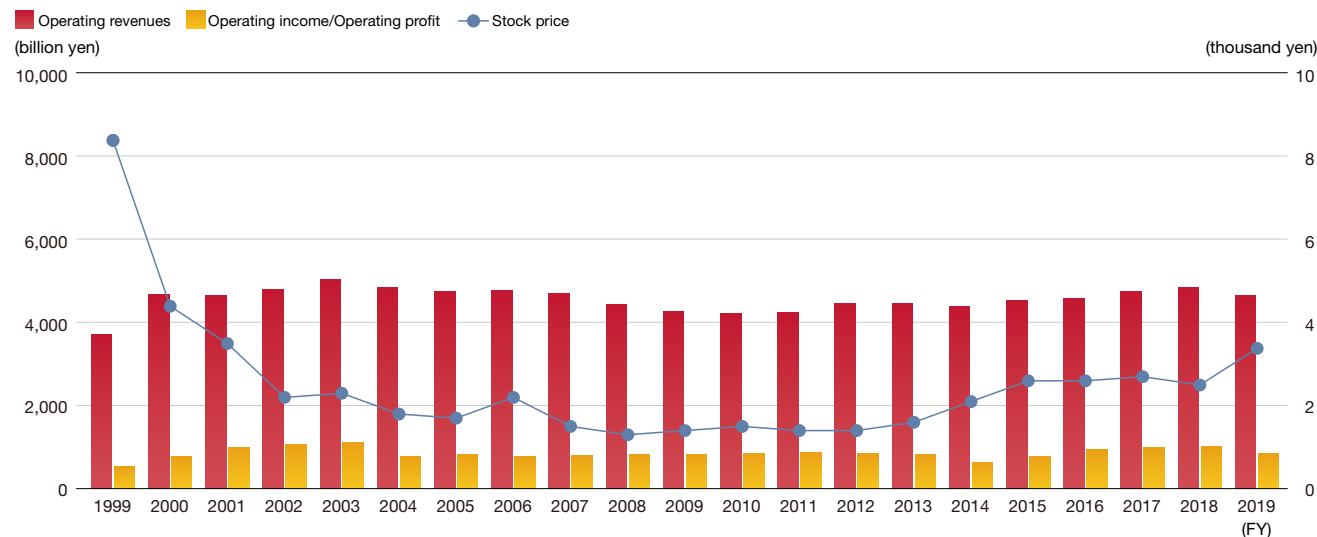


The dividend above reflects the effects of a 1:100 stock split executed on October 1, 2013. Figures after FY2017 are calculated in accordance with IFRS. During the Board of Directors' meeting on September 29, 2020, the dividend forecast for the fiscal year ending March 2021 was revised and it was resolved that no year-end dividend would be paid.

### Internal Reserves (Consolidated)



### Stock Price



\*Stock price takes into consideration the stock splits conducted in FY1999, FY2002 and FY2013.

## Evaluations by Outside Parties

DOCOMO's CSR and ESG initiatives have earned high marks from research organizations in Japan and overseas. (The following information is accurate as of September 30, 2020.)



DJSI is an index for sustainability investment developed by the S&P Dow Jones Indices in the U.S. and RobecoSAM in Switzerland. DOCOMO has been selected to the Dow Jones Sustainability World Index (DJSI World) for three consecutive years.



DOCOMO is selected as a designated company for the FTSE4Good Index Series, a share index of socially responsible investments created by U.K.-based FTSE Russell.



DOCOMO has been included in the FTSE Blossom Japan Index of companies that excel in their response to ESG selected by U.K.-based FTSE Russell.



DOCOMO received Bronze Class distinction in SAM Sustainability Award 2020, which presents awards to companies by industry sector for their excellence in sustainable initiatives.



In fiscal 2019, DOCOMO received a score of B in the climate change category from CDP (headquarters: London, U.K.), which is a nonprofit organization carrying out environmental assessment of major companies and cities worldwide.



DOCOMO received Prime status within the ESG Corporate Rating of ISS ESG, the responsible investment arm of Institutional Shareholder Services.



DOCOMO is a constituent of the MSCI ESG Leaders Indexes, a globally recognized index created by U.S.-based MSCI.

**2020** CONSTITUENT MSCI JAPAN  
ESG SELECT LEADERS INDEX

DOCOMO is a constituent of the MSCI Japan ESG Select Leaders Index selected by U.S.-based MSCI for excellence in ESG performance from each industry.



DOCOMO was selected as a constituent for the Bloomberg Gender-Equality Index, which evaluates excellent companies based on their efforts to build environments of gender-equality for their employees, encompassing areas such as information disclosure, policies and achievements.



DOCOMO is a constituent of the STOXX Global ESG Leaders Index created by STOXX, one of the world's leading developers and providers of indexes, based in Switzerland.

**2020** CONSTITUENT MSCI JAPAN  
EMPOWERING WOMEN INDEX (WIN)

DOCOMO is included in the MSCI Japan Empowering Women Index selected by U.S.-based MSCI, representing Japanese companies that are leading their respective industries in seeking participation and promotion of women, as well as diversity, and promoting gender diversity in the workforce.



DOCOMO is a constituent of the Ethibel Sustainability Index for socially responsible investment created by the Belgium-based SRI advisory agency Forum Ethibel.



DOCOMO is a constituent of the S&P/JPX Carbon Efficient Index, created by U.S.-based S&P Dow Jones Indices using carbon emission data compiled by Trucost, a company that conducts environmental analysis.

\*THE INCLUSION OF NTT DOCOMO, INC. IN ANY MSCI INDEX, AND THE USE OF MSCI LOGOS, TRADEMARKS, SERVICE MARKS OR INDEX NAMES HEREIN, DO NOT CONSTITUTE A SPONSORSHIP, ENDORSEMENT OR PROMOTION OF NTT DOCOMO, INC. BY MSCI OR ANY OF ITS AFFILIATES. THE MSCI INDEXES ARE THE EXCLUSIVE PROPERTY OF MSCI. MSCI AND THE MSCI INDEX NAMES AND LOGOS ARE TRADEMARKS OR SERVICE MARKS OF MSCI OR ITS AFFILIATES.

► **Overall Number Two in TOYO KEIZAI, INC.'s CSR Company Ranking**

NTT DOCOMO has been ranked second in TOYO KEIZAI, INC.'s 2020 CSR company ranking. Toyo Keizai evaluates companies from four perspectives of utilization of human resources, environmental performance, corporate governance and social performance, in addition to financial performance.

► **Rated as Five Stars in the Nikkei Smart Work Survey for Fiscal 2019, for the Third Consecutive Year**

DOCOMO ranked among the top group with a five-star rating in the Nikkei Smart Work survey, which ranks companies based on their capability to utilize human resources, achieve innovation and develop new markets, as well as their management foundation. In addition, we won the Technology Utilization Award of the Nikkei Smart Work Grand Prize 2020.



► **Received the Award for Excellence in the Internet IR Award from Daiwa IR in 2019**

DOCOMO received the Award for Excellence in the Internet IR Award 2019, presented by Daiwa Investor Relations Co., Ltd., which commends listed companies for effectively using IR websites for information disclosure and communication.



► **Won the Gold Award in the Gomez IR Site Ranking 2019**

DOCOMO won the Gold Award in the Gomez IR Site Ranking 2019, sponsored by Morningstar Japan K.K., which ranks websites from an investor's perspective based on their ease of use and the thoroughness of financial information.



► **Obtained Eruboshi (Grade 3) Certification**

DOCOMO obtained the Eruboshi ("L Star" with "L" standing for Lady, Labour and Laudable) Grade 3 certification from Japan's Ministry of Health, Labour and Welfare (MHLW) as an excellent company promoting women's careers based on the Act for Promoting Women's Participation and Advancement in the Workplace.



📄 **Status of Corporate Actions Regarding the Act for Promoting Women's Participation and Advancement in the Workplace by the MHLW (in Japanese only)**

► **Obtained Platinum Kurumin Certification**

DOCOMO received Platinum Kurumin certification from the MHLW as a Kurumin-certified enterprise that is making high-level efforts with an adequate level of work-life balance support in the form of a system that employees actively use.



📄 **Kurumin and Platinum Kurumin marks by the MHLW (in Japanese only)**

► **Named to the List of "Top Hundred Telework Pioneers" of the Ministry of Internal Affairs and Communications (MIC) since Fiscal 2017**

DOCOMO was among the "Top Hundred Telework Pioneers" announced by the MIC which recognizes enterprises and organizations that are proactively introducing and using telework in their operations.



📄 **Top Hundred Telework Pioneers, Awards of Minister for Internal Affairs and Communications, and Start of Email Consultations through Telework Promoting Enterprise Network by the MIC (in Japanese only)**

► **Received the PRIDE Index Gold Award for the Third Consecutive Year**

DOCOMO received the PRIDE Index Gold Award three years in a row from the nonprofit organization Work with Pride, which recognizes companies and organizations pursuing initiatives that aim to create working environments supportive of sexual minorities including LGBT.



📄 **Work with Pride: PRIDE Index (in Japanese only)**

► **Received White 500 Recognition for Excellence in Health and Productivity Management in Fiscal 2020**

DOCOMO was selected as one of 2020s White 500 large enterprises recognized for excellence in health and productivity management in a certification system jointly managed by Japan's Ministry of Economy, Trade and Industry (METI) and the Nippon Kenko Kaigi (Japan Health Conference).



📄 **Certified Health & Productivity Management Outstanding Organizations Recognition Program by the METI (in Japanese only)**